

Veteran Health Identification Card (VHIC 4.27)

User Guide



Volume 6 – Self-Service Request Processing

December 2023

Department of Veterans Affairs

Office of Information and Technology (OIT)

Revision History

NOTE: The revision history cycle begins once changes or enhancements are requested after the document has been baselined.

Date	Revision	Description	Author
12/14/2023	2.5	No functionality changes updated date and version number	REDACTED
07/19/2023	2.4	Worked on redactions.	REDACTED
06/17/2023	2.3	No changes to functionality during VIP 25 release Updated to remove duplicate information	REDACTED
03/18/2023	2.2	No changes to functionality during VIP 24 release Date and version numbers updated	REDACTED
12/17/2022	2.1	No changes to functionality during VIP 23 release Date and version numbers updated	REDACTED
09/18/2022	2.0	Updated to reflect changes to functionality during VIP 22 release	REDACTED
06/18/2022	1.0	Updated to reflect changes to functionality during VIP 21	REDACTED
04/18/2022	0.1	Created to support ACS Self-Service VHIC card requests	REDACTED

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1. Introduction

1.1. Purpose

The purpose of this User Guide is to provide information and a detailed walkthrough of processing a Veteran Health Identification Card request submitted by the veteran through the VA Access Self-Service application.

1.2. Document Orientation

1.2.1. Organization of the Manual

This User Guide is divided into six sections for quick access to information needed.

The first section will provide an overview of what a VHIC is and what the eligibility requirements are, and the various user roles and their accessibility within the VHIC application.

To be able to receive a VHIC, a Veteran must meet the following eligibility criteria:

- Be eligible for VA medical benefits
- Be enrolled in the VA Healthcare system
- Be Level 2 proofed at a VA medical facility
- Veteran identity must be recognized in the Master Veteran Index (MPI), which is managed by the Identity and Access Management (IAM) of the VA

NOTE: The level 2 proofing process is a method to verify the identity of Veterans. VA requires Veterans to provide approved identification documents to access Personal Identifiable Information (PII), Personal Health Information (PHI) and request a Veterans Health Identification Card (VHIC).

The second and third sections will explain system requirements and log in instructions

The fourth section review and discuss the information found on the VHIC Menu/Home page.

The fifth section will give the user step-by-step details of how to complete the Identity Proofing process for a Veteran that has submitted a VHIC Card request remotely. The VHIC user must verify the Veteran's Identity Proofing Level is at Level 2 in the Identity Management Toolkit.

The last section covers some troubleshooting issues and solutions that will help the VHIC user to better able to support the Veteran and ensure that the VHIC requests are processed properly.

1.2.2. Assumptions

This guide has been written with the following assumed experience/skills of the audience:

- User has basic knowledge of the operating system such as:
 - How to log in
 - The use of commands

- Menu options
- Navigation tools
- User understands the roles within VHIC
- User has been provided the appropriate active roles required for the VHIC application.
- User is using *Google Chrome or Microsoft Edge* to do their job of either Creating a VHIC Card Request, Running Reports, or Managing VHICs depending on user roles.
- User has validated access to the VHIC application.
- User has completed any prerequisite training.

1.2.3. Disclaimers

1.2.3.1. Software Disclaimer

This software was developed at the Department of Veterans Affairs (VA) by employees of the Federal Government in the course of their official duties. Pursuant to title 17 Section 105 of the United States Code this software is not subject to copyright protection and is in the public domain. VA assumes no responsibility whatsoever for its use by other parties, and makes no guarantees, expressed or implied, about its quality, reliability, or any other characteristic. We would appreciate acknowledgement if the software is used. This software can be redistributed and/or modified freely provided that any derivative works bear some notice that they are derived from it, and any modified versions bear some notice that they have been modified.

1.2.3.2. Documentation Disclaimer

The appearance of external hyperlink references in this manual does not constitute endorsement by the Department of Veterans Affairs (VA) of this Web site or the information, products, or services contained therein. The VA does not exercise any editorial control over the information you may find at these locations. Such links are provided and are consistent with the stated purpose of the VA.

1.2.4. Documentation Conventions

This manual uses several methods to highlight different aspects of the material.

- Descriptive text is presented in a proportional font (as represented by this font).
- “Screenshots” of computer online displays (i.e., character-based screen captures/dialogs) and are shown in a non-proportional font and enclosed within a box. Also included are Graphical User Interface (GUI) Microsoft Windows images (i.e., dialogs or forms).
- User's responses to online prompts (e.g., manual entry, taps, clicks, etc.) will be **[boldface]** type and enclosed in brackets.

1.3. Enterprise Service Desk and Organizational Contacts

The support contact information documented herein is intended to restore normal service operation as quickly as possible and minimize the adverse impact on business operations, ensuring that the best possible levels of service quality and availability are maintained.

The following table lists the contact information needed by site users for troubleshooting purposes. Support contacts are listed by description of the incident escalation and contact information (phone number and options to select).

Table 1: Enterprise Service Desk Contact Information

Issue	Contact Info
For Provisioning Issues	Contact the Enterprise Service Desk at REDACTED. When contacted by a support specialist, be ready to supply the employee's full name, VA user ID and email address.
For Proofing Issues	Contact the Enterprise Service Desk at REDACTED. When contacted by a support specialist, be ready to supply the Veterans' full name, full SSN, and DOB.
For All Other VHIC System Issues	Contact the Enterprise Service Desk at REDACTED, When contacted by a support specialist, be ready to supply the Veterans' full name, full SSN, and DOB.

2. Self-Service VHIC Card Request – What is it?

The VHIC Self-Service Application was created to allow Veterans to request VHIC card(s) without having to visit their local facilities offering them convenience and safely limiting exposure to Covid 19. VHIC users will be responsible for monitoring and processing new card requests submitted through the Self-Service Tool. Self-Service New Card Requests require remote veteran proofing the process will be outlined in this user guide.

3. Getting Started

3.1. Accessing the VHIC Application

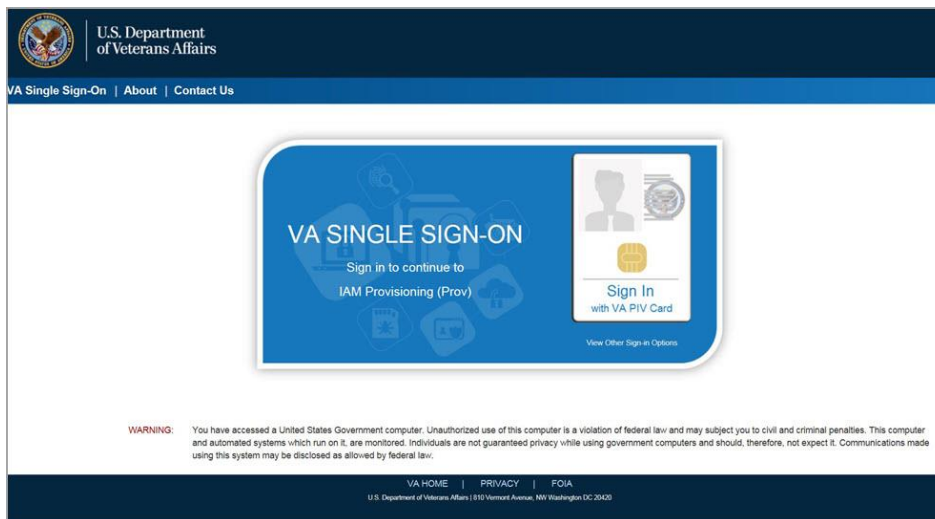
3.1.1. Single Sign-On Internal (SSOi)

VHIC is a web-based application that users will access via a web browser. The recommended browser is *Google Chrome or Microsoft Edge*. You can access the VHIC website REDACTED. After successfully logging in to the VHIC application, users should bookmark this site for easy access in the future. Instructions on how to do just that can be found REDACTED.

Users will be presented with the Single Sign On – internal (SSOi) login screen (*shown below*).

Here the VHIC user will need to use their PIV card to log into the VHIC application.

Figure 1: SSOi Login Screen



3.2. System Menu

The VHIC application is built to accommodate a specific set of pre-established user roles. During the provisioning process, the VHIC user will have a role assigned to them, which will determine what aspects of the VHIC application are available to them. For more information on the areas of access that accompanies each role, please refer to **VHIC Roles and Access** document.

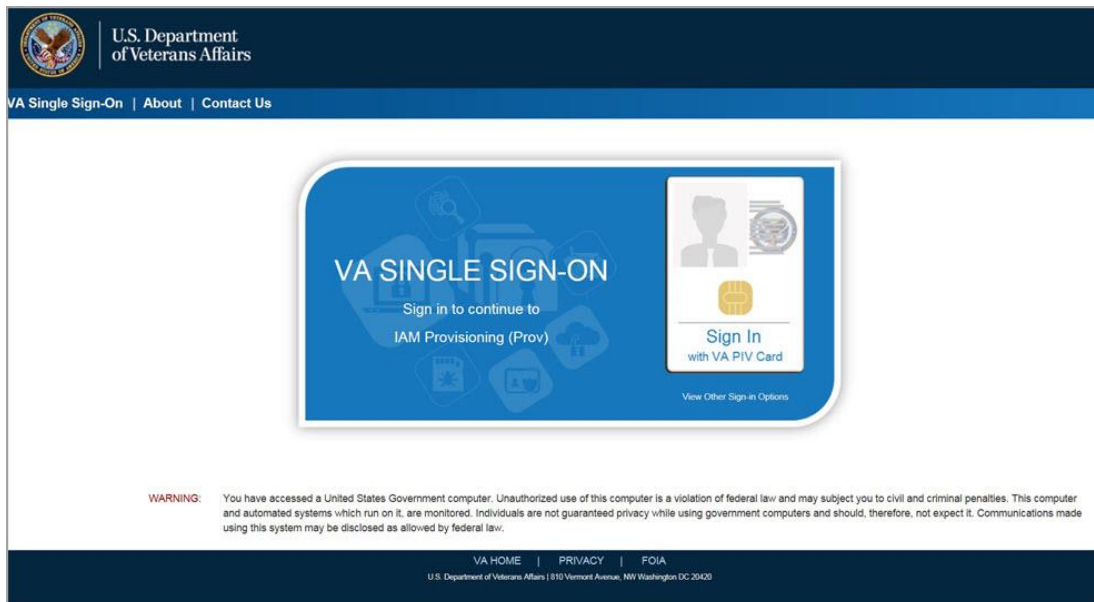
Depending on the VHIC users' role, they will be presented different Home screens upon logging into the VHIC application.

3.3. Accessing the Identity Management Toolkit

3.3.1. Accessing the Identity Management Toolkit Directly

The VHIC user will need to go to the Identity Management Toolkit application to look up the Veteran and verify their proofing level and if needed complete the proofing process. The Identity Management Toolkit can be accessed by using the REDACTED in the next section entitled “SSOi.”

Figure 2: Identity Management Toolkit SSOi Logon Screen



The URLs are case sensitive – they must be entered exactly as shown. After successfully logging into the Identity Management Toolkit application, users should bookmark this site for easy access in the future. Instructions on how to do that can be found REDACTED.

The best time to bookmark the site is after the user is in the application itself rather than attempting to bookmark the Login screen.

3.3.2. Accessing Identity Management Toolkit from within the VHIC Application

3.3.2.1. Step 1 of the VHIC Card Request

When the VHIC user starts the Card Request process, they will see a message on Step 1: Enter Search Terms. **“IMPORTANT: Have you Identity Proofed the Veteran in Identity Management Toolkit? (Click here to open REDACTED in another window)”**

The VHIC user can click on the blue words “REDACTED” which is a hyperlink that will take the user to the Identity Management Toolkit application.

Figure 3: Step 1: Enter Search Terms with Identity Management Toolkit hyperlink

Veteran Health Identification Card (VHIC)
Home Card Request Reports Card Management Logged in as: Skip to Content

Step 1 Enter Search Terms

Step 2 Select Veteran

Step 3 Capture Veteran Image

Step 4 Select Mailing Address

Step 5 Save Card Request

IMPORTANT Have you Identity Proofed the Veteran in Identity Management Toolkit?
(Click here to open [Identity Management ToolKit](#) in another window)

For optimal search results, copy the Veteran's ICN from Identity Management Toolkit and paste into the ICN field on this screen. Other search methods include:

- The Member ID from the front of the Veteran's VHIC.
- Last Name, First Name, DOB and SSN.

Note: If using LN/FN/DOB/SSN combination, at a minimum, supply the Veteran's Last Name, plus values from at least two of the other three sections (Person, Address, Identification).

Name
Last Name
First Name
Middle Name

Person
Date of Birth (DOB format: YYYYMMDD)
Gender
Home Phone

Address
Street Address
City
State
Zip Code

Identification
SSN (format: #####-####)
EDIPI / Member ID
ICN

Clear Search

3.3.2.2. Veteran Link in Assigned Self Service Requests for Manual Review List

Selecting the Full Name link from the Assigned Request list will open the Toolkit directly to the 1998 Person Verification [Self-Service] Task.

Figure 4. Veteran Link to MPI Toolkit Task

Assigned Self Service Requests For Manual Review

Select veteran name hyperlink to open a separate window to the Identity Management ToolKit for you to conduct Person Verification task review. Please ensure you are logged in to the Identity Management ToolKit before clicking the link.

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Picture	Full Name	Card Id	ICN	Hold Date	Hold Reasons
	VAPATIENT, ELEVEN	12990	1013614854V243594	12/14/2021	NO EDIPI,REVIEW
	VAPATIENT, TEN	13323	1013008099V640489	3/18/2022	NO FACILITY ADDRESS,NO EDIPI,REVIEW

NOTE: If the Veteran has a Preferred Name on file it will appear within parenthesis where the Full Name appears as seen below.

Figure 5. Veteran Link to MPI Toolkit Task with Preferred Name

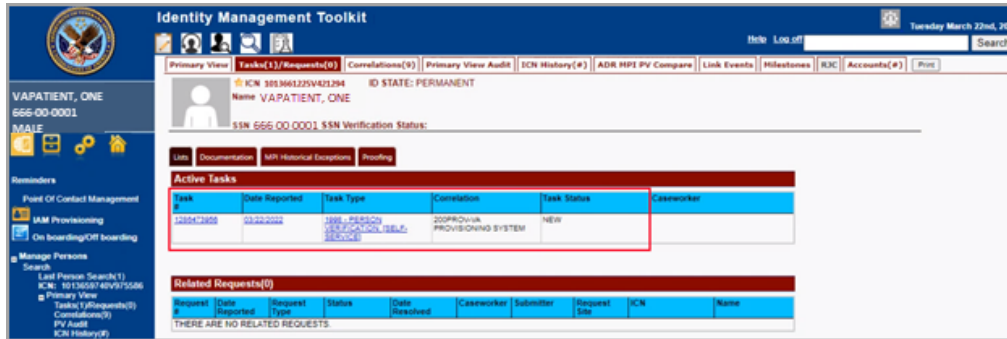
Assigned Self Service Requests For Manual Review

Select veteran name hyperlink to open a separate window to the Identity Management ToolKit for you to conduct Person Verification task review. Please ensure you are logged in to the Identity Management ToolKit before clicking the link.

Page 1 of 1 [prev](#) [next](#)

Picture	Full Name	Card Id	ICN	Hold Date	Hold Reasons
	VAPATIENT, ELEVEN (THIRTY)	12990	1013614854V243594	12/14/2021	NO EDIPI,REVIEW

Figure 6. MPI Toolkit Task



4. VHIC Application Home Page

4.1. VHIC System Status Banner

The VHIC System will display a Status Banner at the top of the screen to notify users of reported issues with the system and/or during maintenance activities that do not require downtime such as high volume or preferred browser reminder.

Figure 7. VHIC System Banner Page

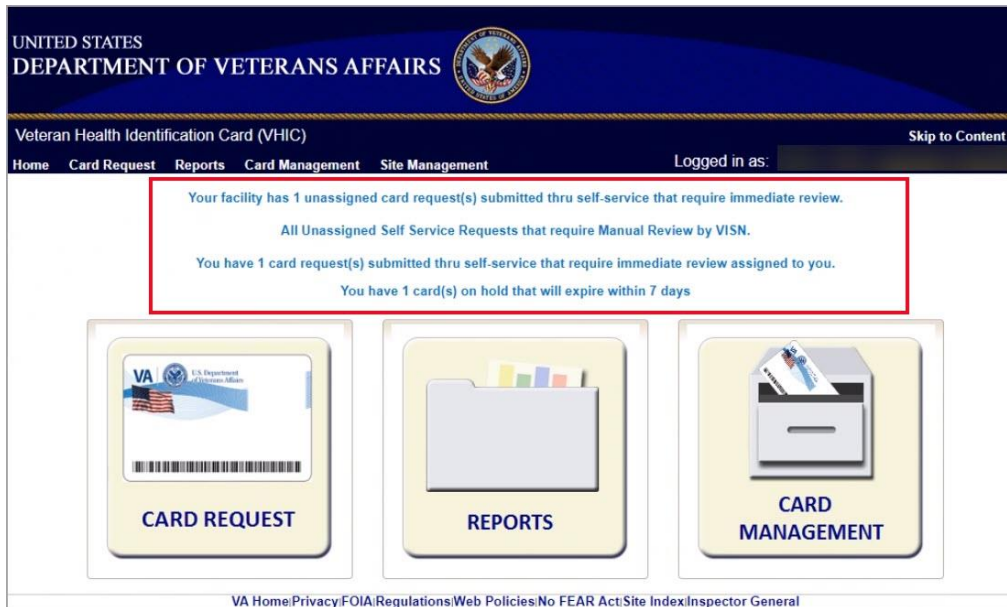
REDACTED

4.2. VHIC Self-Service Request Notifications

When the VHIC User logs into the VHIC Application, they will see Self-Service request information for their facility listed on the Home page. This information includes:

- The number of **facility specific** requests that have been submitted through the Self-Service Application for that have not been assigned to a proofer for review.
- The number of requests that the user has assigned to them
- The number of requests that are in an ON HOLD status that will expire within seven days.

Figure 8. Self Service Request Notifications



4.3. Viewing Self Service New Card Requests

The Self-Service request information listed on the Home screen serves as a link to review the New Card Requests.

4.3.1. View Unassigned Requests by VISN

Clicking on the **VISN Unassigned Card Request** message will direct the user to the list of requests that need to be assigned to a Proofer within their VISN

Figure 9. Link to View Self Service Requests by VISN

UNITED STATES
DEPARTMENT OF VETERANS AFFAIRS

Veteran Health Identification Card (VHIC) Skip to Content

Home Card Request Reports Card Management Site Management Logged in as: [redacted]

Your facility has 1 unassigned card request(s) submitted thru self-service that require immediate review.
All Unassigned Self Service Requests that require Manual Review by VISN.
 You have 1 card request(s) submitted thru self-service that require immediate review assigned to you.
 You have 1 card(s) on hold that will expire within 7 days

CARD REQUEST

REPORTS

CARD MANAGEMENT

VA Home:Privacy:FOIA:Regulations:Web Policies:No FEAR Act:Site Index:Inspector General

Figure 10. List of Requests Submitted by VISN

UNITED STATES
DEPARTMENT OF VETERANS AFFAIRS

Veteran Health Identification Card (VHIC) Skip to Content

Home Card Request Reports Card Management Site Management Logged in as: [redacted]

All Unassigned Self Service Requests For Manual Review By VISN

Select veteran name hyperlink to assign the manual review task to yourself and remove it from the unassigned listing.

VISN

Page 1 of 1

Picture	Full Name	Card Id	ICN	Hold Date	Hold Reasons	Facility	VISN
	VAPATIENT, ONE	13845	1013459311V261310	8/5/2022	REVIEW	483	6
	VAPATIENT, TWO	13929	1013629637V419709	8/22/2022	REVIEW	626	9
	VAPATIENT, THREE	13931	1013629671V029777	8/22/2022	REVIEW	626	9

Users with the appropriate access will have the ability to view and filter the unassigned lists of other VISNs by selecting the VISN from the dropdown list.

Figure 11. Unassigned Self Service Requests by VISN, additional VISN Selection List

UNITED STATES
DEPARTMENT OF VETERANS AFFAIRS

Veteran Health Identification Card (VHIC) Skip to Content

Home Card Request Reports Card Management Site Management Logged in as:

All Unassigned Self Service Requests For Manual Review By VISN

Select veteran name hyperlink to assign the manual review task to yourself and remove it from the unassigned listing.

VISN

Page 1 of 1

Picture	Full Name	Card Id	ICN	Hold Date	Hold Reasons	Facility	VISN
	VAPATIENT, ONE			5/2/2022	REVIEW	483	6
	VAPATIENT, TWO			22/2022	REVIEW	626	9
	VAPATIENT, THREE			22/2022	REVIEW	626	9

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VHIC 4.22.1 bld 25
All Unassigned Self Service Requests For Manual Review By VISN Screen

After selecting the desired facility from the dropdown, click the **[Filter]** button to see the list of unassigned requests from that VISN

Figure 12. List of Unassigned Requests by Chosen VISN

UNITED STATES
DEPARTMENT OF VETERANS AFFAIRS

Veteran Health Identification Card (VHIC) Skip to Content

Home Card Request Reports Card Management Site Management Logged in as:

All Unassigned Self Service Requests For Manual Review By VISN

Select veteran name hyperlink to assign the manual review task to yourself and remove it from the unassigned listing.

VISN

Page 1 of 1

Picture	Full Name	Card Id	ICN	Hold Date	Hold Reasons	Facility	VISN
	VAPATIENT, SIX	13929	1013629637V419709	8/22/2022	REVIEW	626	9
	VAPATIENT, EIGHT	13931	1013629671V029777	8/22/2022	REVIEW	626	9

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VHIC 4.22.1 bld 25
All Unassigned Self Service Requests For Manual Review By VISN Screen

4.3.2. View Unassigned Requests by Facility

Clicking on the **Facility Unassigned Card Request** message will direct the user to the list of facility requests that need to be assigned to a Proofer.

Figure 13. Facility Unassigned Request Information



A list of unassigned requests will be displayed offering the following details:

- Photograph currently on file in the system
- Full Name
- Card ID
- ICN
- Hold Date
- Hold Reason(s)

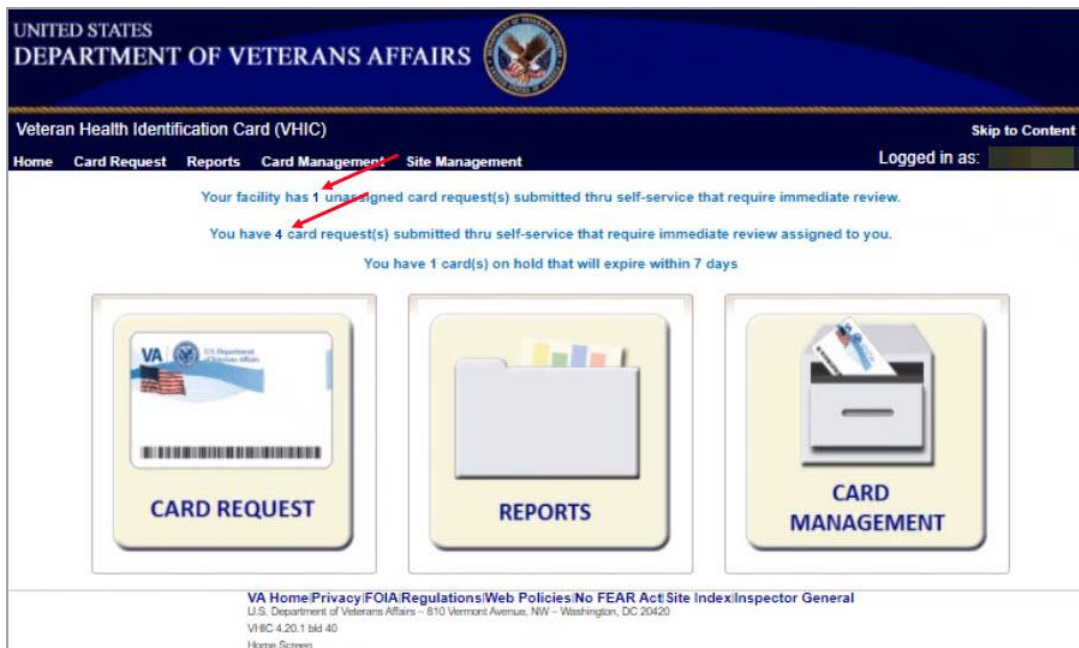
Selecting the **Veteran Name Link** will assign the request to the user.

Figure 14. Unassigned Self-Service Requests for Manual Review



The user will be able to see the updated number of requests in their queue on the home page.

Figure 15. Request Information Changed



4.3.3. Assigned Requests

Clicking on the **Assigned Card Request** message will direct the user to the list of facility requests assigned to them for proofing.

Figure 16. Assigned Request Information



The list of assigned requests will be displayed offering the following details:

- Photograph currently on file in the system
- Full Name
- Card ID
- ICN
- Hold Date
- Hold Reason(s)

Figure 17. Assigned Self-Service Requests for Manual Review

Picture	Full Name	Card Id	ICN	Hold Date	Hold Reasons
	VAPATIENT, ELEVEN (THIRTY)	12900	1013614854V243504	12/14/2021	NO EDIPI, REVIEW
	VAPATIENT, TEN	13323	1013008099V640489	3/18/2022	NO FACILITY ADDRESS, NO EDIPI, REVIEW
	VAPATIENT, ONE	13328	1013859740V975588	3/22/2022	NO FACILITY ADDRESS, NO EDIPI, REVIEW
	VAPATIENT, TWO (SIX)	13329	1013661225V421294	3/22/2022	NO FACILITY ADDRESS, NO EDIPI, REVIEW

NOTE: If the Veteran has a Preferred Name on file it will appear within parenthesis where the Full Name appears as seen in **Error! Not a valid bookmark self-reference.**

Figure 18. Assigned Self-Service Requests for Manual Review with Preferred Name

Picture	Full Name	Card Id	ICN	Hold Date	Hold Reasons
	VAPATIENT, ELEVEN (THIRTY)	12900	1013614854V243504	12/14/2021	NO EDIPI, REVIEW
	VAPATIENT, TEN	13323	1013008099V640489	3/18/2022	NO FACILITY ADDRESS, NO EDIPI, REVIEW

When the user is ready to review the request(s) the Proofer will need to access the Toolkit through one of the methods listed in *Section 3.5 Accessing the Identity Management Toolkit*. Once Toolkit access has been established, selecting the **Veteran Name** link will open a new window giving the VHIC user access to the new **Proofing Task** in the Toolkit.

5. Self Service Request Processing

A new **1998 Person Verification [Self-Service] Task** is created in the Toolkit to proof veterans that have submitted VHIC card requests through the VA Access application. These requests will fall under two categories based on manual review performed by the VHIC User.

- Accepted Image
- Rejected Image

Reviewing a card request submitted thru VHIC Self Service requires the user to review the proofing document and photo submitted by the veteran. If either artifact does not meet required standards then follow the steps outlined under Rejected Image. If both artifacts meet required standards then follow the steps outlined under Accepted Image.

5.1. Person Verification Task- Accepted Image

Selecting the Full Name link from the Assigned Request list will open the **1998 Person Verification [Self-Service] Task**.

Figure 19. Link to Person Verification Task

Assigned Self Service Requests For Manual Review

Select veteran name hyperlink to open a separate window to the Identity Management ToolKit for you to conduct Person Verification task review. Please ensure you are logged in to the Identity Management ToolKit before clicking the link.

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Picture	Full Name	Card Id	ICN	Hold Date	Hold Reasons
	VAPATIENT, ELEVEN	12990	1013614854V243594	12/14/2021	NO EDIPI,REVIEW
	VAPATIENT, TEN	13323	1013008099V840489	3/18/2022	NO FACILITY ADDRESS,NO EDIPI,REVIEW
	VAPATIENT, ONE	13328	1013659740V975588	3/22/2022	NO FACILITY ADDRESS,NO EDIPI,REVIEW
	VAPATIENT, TWO	13329	1013661225V421294	3/22/2022	NO FACILITY ADDRESS,NO EDIPI,REVIEW

To process:

1. Select the **Task Number** to open the Task for review.

Figure 20. Select Task Number

The screenshot shows the 'Identity Management Toolkit' interface. At the top, there are navigation tabs: Primary View, **Tasks(0)/Requests(0)**, Correlations(7), Primary View Audit, ICN History(#), ADR MPI PV Compare, Link Events, Milestones, and RJC. Below the tabs, user information is displayed: ICN 1013659740V975586, ID STATE: PERMANENT, Name VAPATIENT, ONE, and SSN 666-00-0001. A secondary navigation bar includes Lists, Documentation, MPI Historical Exceptions, and Proofing. The main content area is divided into three sections: 'Active Tasks', 'Related Requests(0)', and 'Informational Tasks'. The 'Active Tasks' table has the following data:

Task #	Date Reported	Task Type	Correlation	Task Status	Caseworker
1286433176	03/22/2022	1998 - PERSON VERIFICATION [SELF-SERVICE]	200PROV-VA PROVISIONING SYSTEM	NEW	

The 'Related Requests(0)' and 'Informational Tasks' sections both indicate 'THERE ARE NO RELATED REQUESTS' and 'THERE ARE NO INFORMATIONAL TASKS' respectively. A red arrow points to the task number 1286433176 in the 'Active Tasks' table.

2. The Proofer will need to navigate to the **Task Notes** tab to assign the Task to themselves.

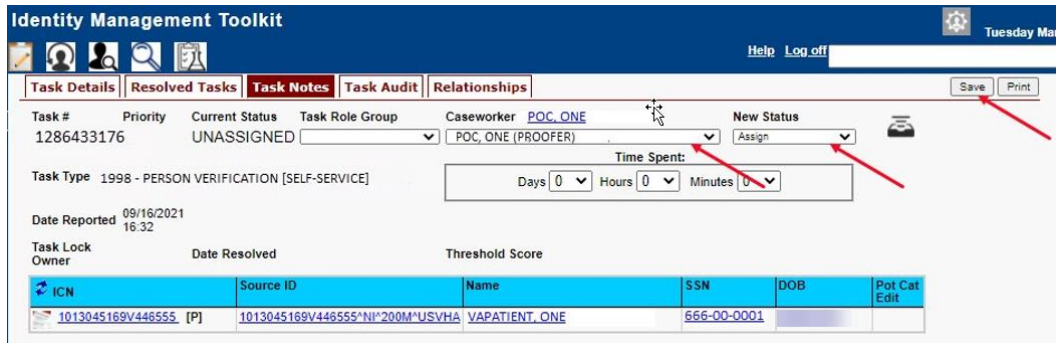
Figure 21. Task Notes Tab

The screenshot shows the 'Identity Management Toolkit' interface with the 'Task Notes' tab selected. The navigation bar includes: Task Details, **Resolved Tasks**, **Task Notes**, Task Audit, Person Verification, and Override. The task details for task # 1286433176 are displayed: Date Reported 03/24/2022 17:02, Task Status NEW, Date Resolved, Caseworker, Time Spent 0 Days, 0 Hours, 0 Minutes, and Threshold Score. The task description is 'PERSON VERIFICATION AND IDENTITY TRAIT EDIT'. Below the details is a table with the following data:

ICN	Source ID	Name	SSN	DOB	Pot Cat Edit
1013661347V171151 [P]	1013661347*PN*200PROV*USDVA	VAPATIENT, ONE	666-00-0001		

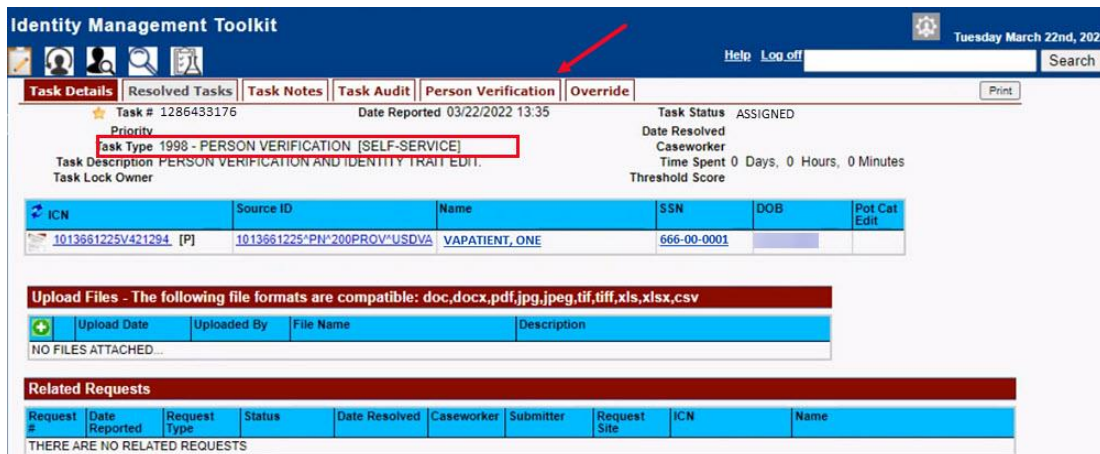
Below the table is an 'Upload Files' section with a message: 'The following file formats are compatible: doc, docx, pdf, jpg, jpeg, tif, tiff, xls,xlsx, csv'. The upload area is currently empty, showing 'NO FILES ATTACHED...'. At the bottom, the 'Related Requests' section indicates 'THERE ARE NO RELATED REQUESTS'. A red arrow points to the 'Task Notes' tab in the navigation bar.

Figure 22. Assign Task



3. After assigning the **Task** they will open to **Task Details** tab, then **Select Person Verification** tab to process the **Task**.

Figure 23. Person Verification Task Details



4. The Person Verification tab will open to the **Data Review** section of the Task. The **Data Review** tab of the Person Verification Tool is used to verify the identity traits and/or document changes to the traits. To verify traits, the Proofer will need to view the identification submitted by the Veteran. The Identification can be found on the **Self-Service Images** tab.

Figure 24: Person Verification Data Review Screen

Identity Management Toolkit
Help Log off Search
Thursday September 1st, 2022

Task Details | Resolved Tasks | Task Notes | Task Audit | **Person Verification** | Override

★ Task # 1330049428 Date Reported 08/03/2022 15:16

Priority: **ASSIGNED**

Task Type: 1998 - PERSON VERIFICATION [SELF-SERVICE]

Task Description: PERSON VERIFICATION AND IDENTITY TRAIT EDIT.

Task Lock Owner: _____

Date Resolved: _____

Caseworker: _____

Time Spent: 0 Days, 0 Hours, 0 Minutes

Threshold Score: _____

ICN	Source ID	Name	SSN	DOB	Pot Cat Edit
1013697734V551527 [P]	1013697734*PN*200PROV*USDVA	VAPATIENT.ONE	000-35-0117		

PRIMARY VIEW DATA - Updated: SEP 02, 2022@14:08:13 [Check External Identity Verification Tool](#)

You will be verifying identity traits with supporting documentation. Any identity traits that are incorrect or have legally changed need to be indicated below. If the address needs to be updated, see the Enrollment System POC.

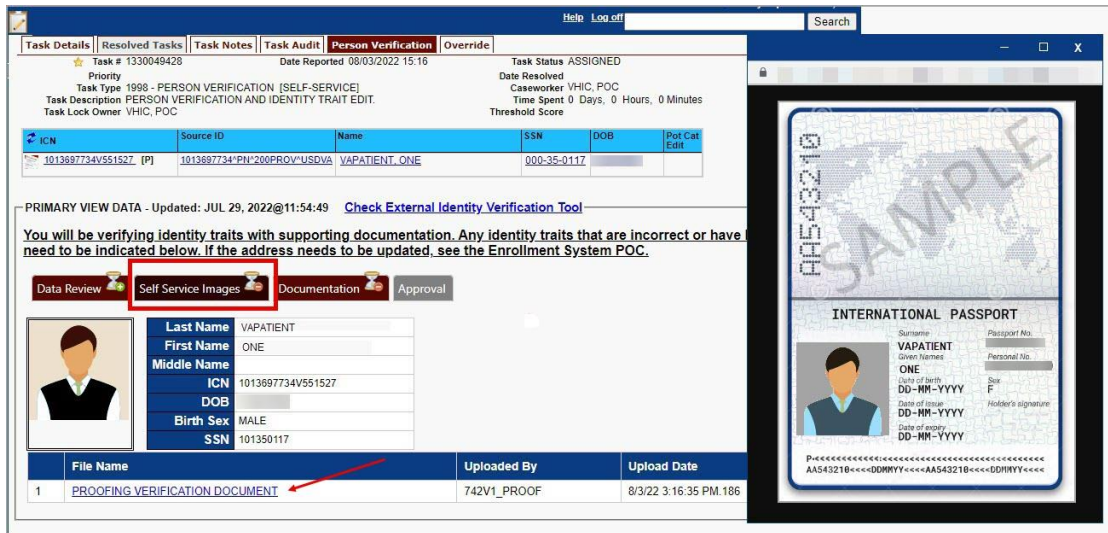
Data Review
Self Service Images
Documentation
Approval

Field Name	MVI Value	Verify	New Value
ICN	1013697734V551527		
Last Name	VAPATIENT	<input type="checkbox"/>	<input type="text"/>
First Name	ONE	<input type="checkbox"/>	<input type="text"/>
Middle Name		<input type="checkbox"/>	<input type="text"/>
Suffix		<input type="checkbox"/>	<input type="text"/>
DOB	NOVEMBER 20, 1958	<input type="checkbox"/>	Month <input type="text"/> Day <input type="text"/> Year <input type="text"/>
Birth Sex	MALE	<input type="checkbox"/>	<input type="text"/>
SSN		<input type="checkbox"/>	<input type="text"/>
SSN Verification Status			

• To delete the current MVI Value, enter "@" in the New Value column for the field that should be null.

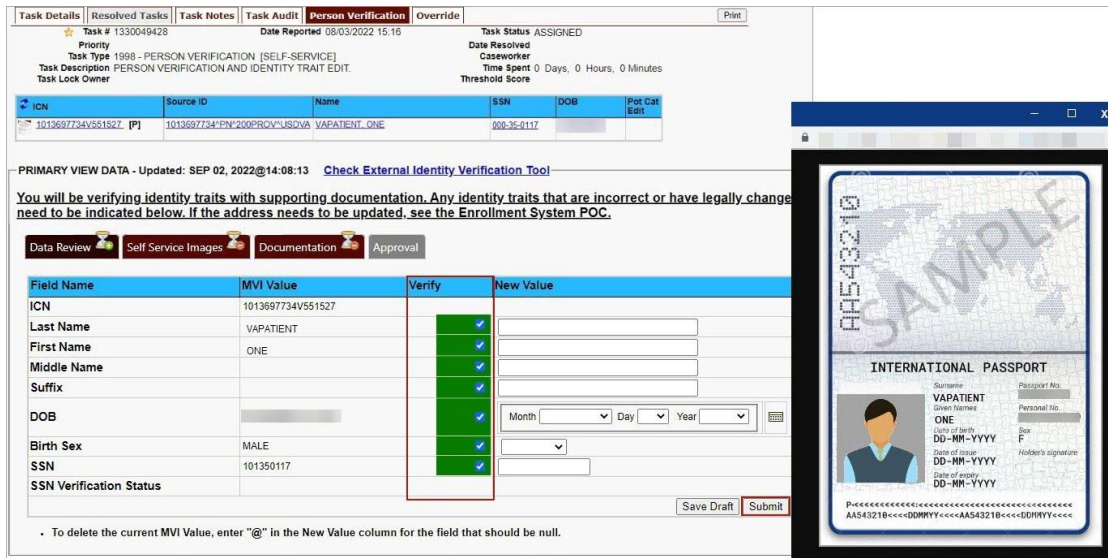
- On the **Self-Service Images** tab, click **Person Verification Document** link (s) to open the submitted images for review. The documents will open in a separate window. Review the **Proofing Document(s)** and return to the **Data Review** tab

Figure 25. Self Service Images Tab



- The MPI Value column will contain **Primary View** data. **Verify** matching traits by checking the corresponding check box in the **Verify** column. The target trait will highlight green. Click the **[Submit]** button after trait verification.

Figure 26. Data Review Tab Verify Traits



- The Proofer will return to the **Self-Service Image** tab once the Traits are verified. The **Data Review** tab now shows a check mark indicating that section is complete. Here the Proofer can **Accept** or **Reject** the uploaded image based on acceptability criteria.

Figure 27. Accept Uploaded Documentation

The screenshot displays a 'Person Verification' task interface. At the top, there are tabs for 'Task Details', 'Resolved Tasks', 'Task Notes', 'Task Audit', 'Person Verification', and 'Override'. The task information includes Task # 1330049428, Date Reported 08/03/2022 15:16, and Task Status ASSIGNED. Below this is a table with columns for ICN, Source ID, Name, SSN, DOB, and Pot Cat. A row shows ICN 1013897734V551527, Source ID 1013897734*PN*200PROV*USDVA, Name VAPATIENT_ONE, and SSN 101-35-8117. The 'PRIMARY VIEW DATA' section is updated as of JUL 29, 2022@11:54:49 and includes a link to 'Check External Identity Verification Tool'. A warning message states: 'You will be verifying identity traits with supporting documentation. Any identity traits that are incorrect or have need to be indicated below. If the address needs to be updated, see the Enrollment System POC.' Below the warning are tabs for 'Data Review' (checked), 'Self Service Images', 'Documentation', and 'Approval'. A form displays personal information: Last Name VAPATIENT, First Name ONE, Middle Name, ICN 1013897734V551527, DOB, Birth Sex MALE, and SSN 101350117. A table below the form lists uploaded files, with one entry: 'PROOFING VERIFICATION DOCUMENT' uploaded by '742V1_PROOF' on '8/3/22 3:16:35 PM.166'. At the bottom left are 'Accept Image' and 'Reject Image' buttons. On the right, a simulated 'INTERNATIONAL PASSPORT' is shown with a photo of a man and the name VAPATIENT ONE.

NOTE: The Veteran is informed during the Request Process that if a trait needs to be modified (for example, Last Name changes), they must come into the facility. If the Veteran submits a request under the following conditions:

- Photo submitted is not acceptable
- Verification document uploaded is not acceptable
- Identification traits do not match

The POC will need to make a note under the **Task Notes** tab and continue through the *Rejection Process page 25*

8. After accepting the uploaded image, the task will progress. The **Self-Service Images** tab will now show a check mark. and the Proofer will move to the **Documentation** tab.

Figure 28. Documentation Tab

The screenshot displays the 'Documentation Tab' of a software application. At the top, there are navigation tabs: 'Task Details', 'Resolved Tasks', 'Task Notes', 'Task Audit', 'Person Verification', and 'Override'. The 'Person Verification' tab is active, showing task information such as 'Task # 1330049428', 'Date Reported 08/03/2022 15:16', and 'Task Status ASSIGNED'. Below this is a table with columns for ICN, Source ID, Name, SSN, and DOB. The main area contains a 'PRIMARY VIEW DATA' section with a warning: 'You will be verifying identity traits with supporting documentation. Any identity traits that are incorrect or have legally changed need to be indicated below. If the address needs to be updated, see the Enrollment System POC.' This is followed by buttons for 'Data Review', 'Self-Service Images', 'Documentation', and 'Approval'. A table lists field names and their MVI values. To the right, a 'Verification Document(s) Instructions' section provides a list of acceptable documents with checkboxes. At the bottom right, there is a preview of an 'INTERNATIONAL PASSPORT' with fields for Surname, Given Names, Gender, Date of Birth, Date of Issue, and Date of Expiry.

Field Name	MVI Value	New Value
ICN	1013697734V551527	1013697734V551527
Last Name		
First Name		
Middle Name		
Suffix		
DOB		
Birth Sex	MALE	MALE
SSN	101-35-0117	101-35-0117
SSN Verification Status		

Verification Document(s) Instructions

Please select one Primary Identification document (State-issued Driver's License; Passport; Federal, State, or Local Government-issued photo ID with Name and DOB).

Changed Field	Allowed Documents
Level of Assurance	<ul style="list-style-type: none"> State-issued Driver's License Passport Federal, State, or Local Government-issued photo ID containing name and DOB

Verification Document(s)

- State-Issued Driver's License
- Passport
- Federal, State, or Local Government-issued photo ID containing name and DOB
- Social Security Card
- Court Order for a Name Change
- Letter from SSA with updated SSN
- Birth Certificate
- Court Order for Gender Change
- Signed Licensed Physicians Statement on Office Letterhead

Appointment Status

Is the person on site for an appointment or have an upcoming appointment within 24 hours?

Buttons: Save Draft | Submit

- The Proofer will select the documentation type submitted from the list of acceptable documents and click the [Submit] button.

Figure 29. Submit Document Details

Task Details | Resolved Tasks | Task Notes | Task Audit | **Person Verification** | Override | Help Log off Search

Task # 1330048428 Date Reported 08/03/2022 15:16 Task Status ASSIGNED

Priority 1980 - PERSON VERIFICATION (SELF-SERVICE) Date Resolved
 Task Type PERSON VERIFICATION (SELF-SERVICE) Caseworker VHC POC
 Task Description PERSON VERIFICATION AND IDENTITY TRAIT EDIT. Time Spent 0 Days, 0 Hours, 0 Minutes
 Task Lock Owner VHC POC Threshold Score

ICN	Source ID	Name	SSN	DOB	Pat Cat	Exit
1013897734V551527	IP1	1013897734PIN200PROVUSDVA	VAPATIENT_ONE	101-35-0117		

PRIMARY VIEW DATA - Updated: JUL 29, 2022@11:54:49 [Check External Identity Verification Tool](#)

You will be verifying Identity traits with supporting documentation. Any identity traits that are incorrect or have legally changed need to be indicated below. If the address needs to be updated, see the Enrollment System POC.

Data Review Self Service Images Documentation Approval

Field Name	MVI Value	New Value
ICN	1013897734V551527	1013897734V551527
Last Name	VAPATIENT	VAPATIENT
First Name	ONE	ONE
Middle Name		
Suffix		
DOB		
Birth Sex	MALE	MALE
SSN	101-35-0117	101-35-0117
Verification Status		

Verification Document(s) Instructions

Please select one Primary Identification document (State Issued Driver's License; Passport; Federal, State, or Local Government-issued photo ID with Name and DOB).

Changed Field **Allowed Documents**

Level of Assurance State-Issued Driver's License
 PASSPORT
 Federal, State, or Local Government-issued photo ID containing name and DOB

Verification Document(s)

State-Issued Driver's License

Passport

IN Number: Expiration Date: N/A

Country of Issuance: State of Issuance:

ID Type: *REQUIRED

Federal, State, or Local Government-issued photo ID containing name and DOB

Social Security Card

Court Order for a Name Change

Letter from SSA with updated SSN

Birth Certificate

Court Order for Gender Change

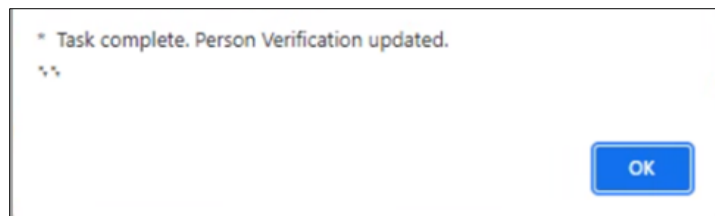
Signed Licensed Physicians Statement on Office Letterhead

Appointment Status

Is the person on site for an appointment or have an upcoming appointment within 24 hours?

10. A pop-up box will show that the task has been completed. Select the [OK] button.

Figure 30. Select OK Button



Documentation Requirements Met, Green Check Indicators all marked that Proofing Task Completed

Figure 31. Task Completed

Task Details | Resolved Tasks | Task Notes | Task Audit | **Person Verification** | Override | Print

• Task complete. Person Verification updated.

★ Task # 1286433176 Date Reported 03/22/2022 12:57 Task Status ASSIGNED
 Priority Date Resolved
 Task Type 1998 - PERSON VERIFICATION [SELF-SERVICE] Caseworker
 Task Description PERSON VERIFICATION AND IDENTITY TRAIT EDIT. Time Spent 0 Days, 0 Hours, 0 Minutes
 Task Lock Owner Threshold Score

ICN	Source ID	Name	SSN	DOB	Pot Cat Edit
1013659740V975586 [P]	1013659740*PH*200PROV*USDVA	VAPATIENT.ONE	666-00-0001		

PRIMARY VIEW DATA - Updated: MAR 19, 2022@01:03:49 [Check External Identity Verification Tool](#)

You will be verifying identity traits with supporting documentation. Any identity traits that are incorrect or have legally changed need to be indicated below. If the address needs to be updated, see the Enrollment System POC.

Data Review Self Service Images Documentation Approval

Field Name	MVI Value	New Value	Verification Document(s) Instructions

11. Once the Task is completed, the POC will need to go back to the Task Notes tab and mark it as Resolved.

Figure 32. Add Task Notes

Identity Management Toolkit Tuesday March 29th, 2022

Help Log off Search

Task Details | Resolved Tasks | **Task Notes** | Task Audit | Relationships | Save Print

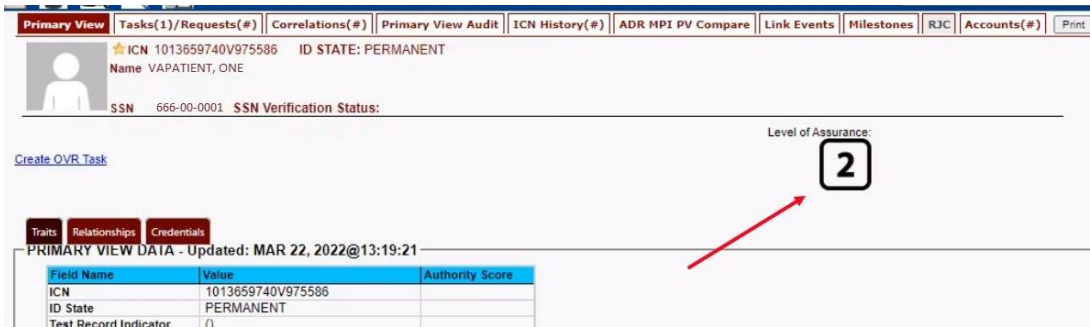
Task # 1286433176 Priority Current Status ASSIGNED Task Role Group Caseworker POC, ONE (PROOFER) New Status Resolve
 Task Type 1998 - PERSON VERIFICATION [SELF-SERVICE] Time Spent: Days 0 Hours 0 Minutes 0

Date Reported 09/16/2021 16:32 Task Lock Owner Date Resolved Threshold Score

ICN	Source ID	Name	SSN	DOB	Pot Cat Edit
1013045169V446555 [P]	1013045169V446555*NI*200M*USVHA	VAPATIENT.ONE	666-00-0001		

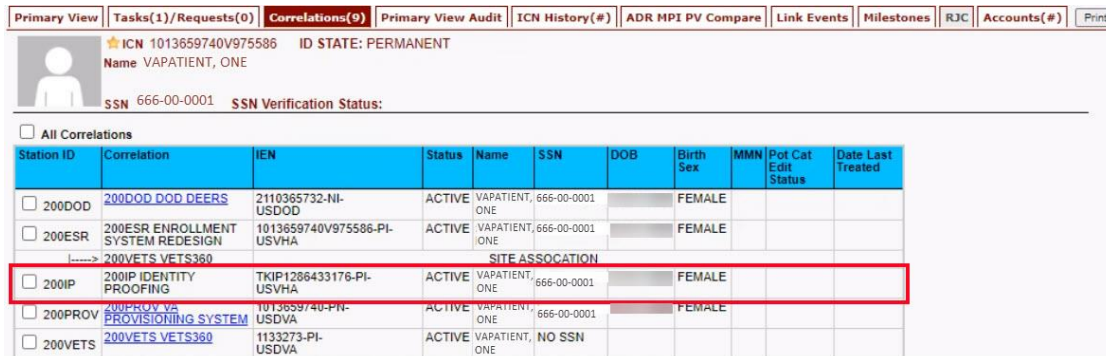
From the **Primary View** the user can confirm that the LOA Changed to 2.

Figure 33. LOA Changed



From the **Correlations** tab the user can confirm that the Proofing Correlation Added

Figure 34. Proofing Correlation Added



5.2. Person Verification Task- Rejected Image

Processing a **Person Verification Task** when the Veteran has submitted an unacceptable image follows the same process outlined above, until the Proofer reaches the **Self-Service Images** approval page.

1. The VHIC Proofer will select the Full Name link from the **Assigned Request** list, which will open a window into the MPI Toolkit **1998 Person Verification [Self-Service]** Task.

Figure 35. Link to Toolkit Task

Assigned Self Service Requests For Manual Review

Select veteran name hyperlink to open a separate window to the Identity Management ToolKit for you to conduct Person Verification task review. Please ensure you are logged in to the Identity Management ToolKit before clicking the link.

Page 1 of 1 prev next

Picture	Full Name	Card Id	ICN	Hold Date	Hold Reasons
	VAPATIENT, ELEVEN	12990	1013614854V243594	12/14/2021	NO EDIPI,REVIEW
	VAPATIENT, TEN	13323	1013008099V640489	3/18/2022	NO FACILITY ADDRESS,NO EDIPI,REVIEW
	VAPATIENT, ONE	13328	1013659740V975586	3/22/2022	NO FACILITY ADDRESS,NO EDIPI,REVIEW
	VAPATIENT, TWO	13329	1013661225V421294	3/22/2022	NO FACILITY ADDRESS,NO EDIPI,REVIEW

2. To review, click on the **1998-Person verification [Self Service] Task** hyperlink.

Figure 36. MPI Toolkit Task Number Link

Identity Management Toolkit Help Log off

Primary View **Tasks(0)/Requests(0)** Correlations(7) Primary View Audit ICN History(#) ADR MPI PV Compare Link Events Milestones RJC

ICN 1013659740V975586 ID STATE: PERMANENT
 Name VAPATIENT, ONE
 SSN 666-00-0001 SSN Verification Status:

Lists Documentation MPI Historical Exceptions Proofing

Task #	Date Reported	Task Type	Correlation	Task Status	Caseworker
1280433173	03/22/2022	1998 - PERSON VERIFICATION [SELF-SERVICE]	200PROV-VA PROVISIONING SYSTEM	NEW	

The **Task Details** page will open.

Figure 37. New Person Verification Task Details

The screenshot shows the 'Task Details' page in the Identity Management Toolkit. The task is identified as 'Task # 1286473956' with a 'Priority' of '1998 - PERSON VERIFICATION [SELF-SERVICE]'. The task description is 'PERSON VERIFICATION AND IDENTITY TRAIT EDIT'. The task status is 'NEW', and the date reported is '03/22/2022 13:35'. The task lock owner is 'VAPATIENT.ONE'. A table below shows the source ID '1013661225V421294 [P]', the name 'VAPATIENT.ONE', and the SSN '666-00-0001'. There is an 'Upload Files' section with a table for file uploads and a 'Related Requests' section which is currently empty.

3. The Proofer will assign the Task to themselves on the **Task Notes** tab.

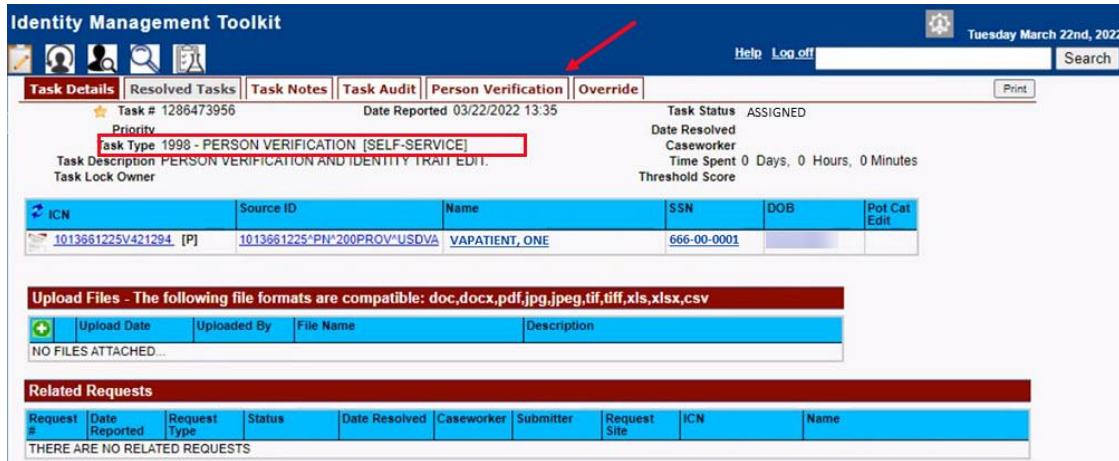
Figure 38. Assign Task

The screenshot shows the 'Task Notes' page in the Identity Management Toolkit. The task is 'Task # 1286433176' with a 'Current Status' of 'UNASSIGNED'. The task role group is 'POC, ONE' and the caseworker is 'POC, ONE (PROOFER)'. The 'New Status' is set to 'Assign'. The 'Time Spent' is currently '0 Days, 0 Hours, 0 Minutes'. The task type is '1998 - PERSON VERIFICATION [SELF-SERVICE]'. The date reported is '09/16/2021 16:32'. The task lock owner is 'VAPATIENT.ONE'. A table below shows the source ID '1013045169V446555 [P]', the name 'VAPATIENT.ONE', and the SSN '666-00-0001'. There are 'Save' and 'Print' buttons at the top right.

4. After assigning the **Task** they will open to **Task Details** tab, then **Select Person Verification** tab to process the **Task**.

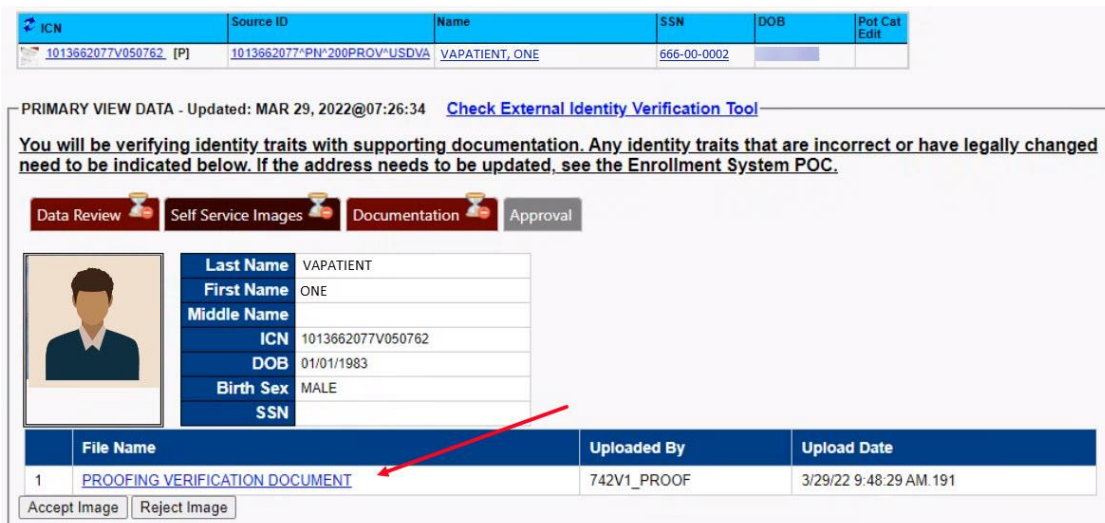
On the **Task Details** Screen, the user will need to click on the **Person Verification** tab to continue the Proofing Task.

Figure 39. Select Person Verification Tab



- The Person Verification tab will open to the **Data Review** section of the Task. The **Data Review** tab of the Person Verification Tool is used to verify the identity traits and/or document changes to the traits. To verify traits, the Proofer will need to view the identification submitted by the Veteran. The Identification can be found on the **Self-Service Images** tab.

Figure 40. Attached Person Verification Document(s)



- Upon review if the images do not match, or if they fall under any other rejection reason, the user will need to close the window and move to the **Task Notes** tab.

Figure 41. Compare Veteran Images

NOTE: Rejection reasons can include:

- Photo submitted is not acceptable
- Verification document uploaded is not acceptable
- Identification traits do not match

7. Enter reason for rejection under the **Task Notes** and click **Save**.

Figure 42. Enter Rejection Notes

8. Return to the **Self Service Images** tab and click the **[Reject Image]** button.


Figure 43. Select Reject Image Button

ICN	Source ID	Name	SSN	DOB	Pot Cat Edit
1013662077V050762 [P]	1013662077*PN*200PROV*USDVA	VAPATIENT, ONE	666-00-0002		

PRIMARY VIEW DATA - Updated: MAR 29, 2022@07:26:34 [Check External Identity Verification Tool](#)

You will be verifying identity traits with supporting documentation. Any identity traits that are incorrect or have legally changed need to be indicated below. If the address needs to be updated, see the Enrollment System POC.

Data Review | **Self Service Images** | Documentation | Approval



Last Name	VAPATIENT
First Name	ONE
Middle Name	
ICN	1013662077V050762
DOB	
Birth Sex	MALE
SSN	

	File Name	Uploaded By	Upload Date
1	PROOFING VERIFICATION DOCUMENT	742V1_PROOF	3/29/22 9:48:29 AM.191

Accept Image | **Reject Image**

9. A pop up will appear to confirm the rejection. Select the **[OK]** button to confirm. Confirming the image rejection, the Proofing Task will auto-resolve and cancel the request.

Figure 44. Reject/Resolve Confirmation Message

Rejecting the image will automatically resolve the task. Would you like to continue?

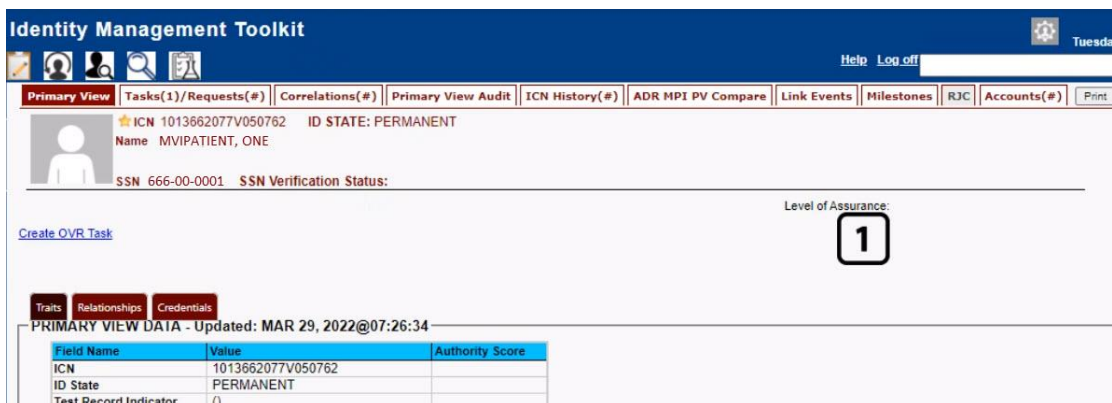
Auto resolved tasks will go to **Task Details** tab instead of staying on the Person Verification tab.

Figure 45. Resolved Task Status



The LOA on the Primary View will remain at 1.

Figure 46. Level of Assurance Does Not Change

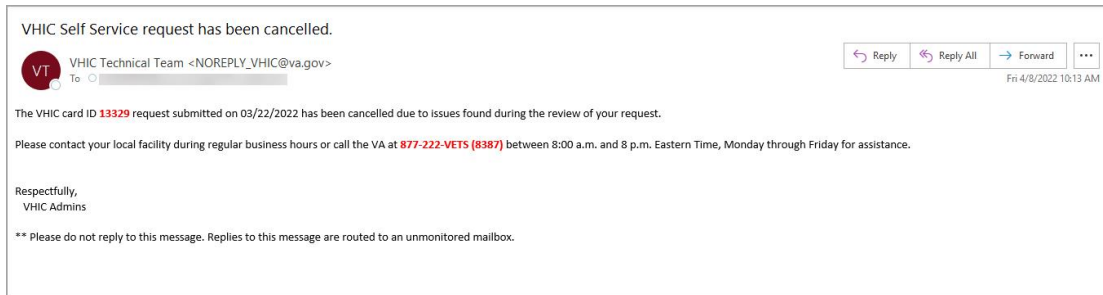


5.3. Communication For Veteran

The Veteran will receive an email indicating that their request was cancelled and direct them to come into their nearest facility to resolve any issues that may keep them from qualifying for a VHIC card. Examples of these emails are:

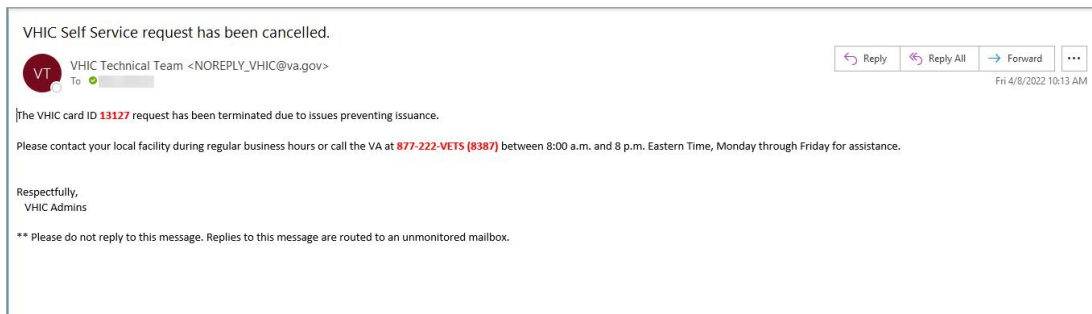
- The card request was cancelled due to review issues such as a bad photo, unacceptable documents submitted, etc.

Figure 47 Request Cancellation Review Issue



- The card request was cancelled due to other reasons such as 30-day timeout.

Figure 48. Request Cancellation Email Timed Out



6. Troubleshooting

For a thorough set of troubleshooting guidelines, please refer to the *Veteran Health Identification Card User Guide - Volume 4 - Troubleshooting* document.